GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

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Establishment of BPOs
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has launched a new scheme for establishment of BPOs in India;
(b) if so, the number of BPOs set up in each State, State-wise;
(c) the budget for the scheme and its current status of implementation;
(d) the number of jobs which would be generated through the scheme;
(e) the time by which the BPOs will be operational; and
(f) the agencies selected for running these BPOs, State-wise?

Answer

(a) to (f): The Government has approved India BPO Promotion Scheme (IBPS) for promotion of BPO/ITES operations across the country including small towns and rural areas, with an outlay of about Rs.493 crores during the remaining period of 12th Five Year Plan i.e., upto 31.03.2017, for creation of employment opportunities for about 1,45,000 persons and balanced growth of Information Technology & Information Technology Enabled Services (IT/ITES) sector in each State. About 48300 seats have been planned with distribution across State(s)/UT(s) based on population percentage as per Census 2011, excluding metro cities viz. Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, NCR (Delhi, Gurgaon, Noida, Faridabad), and Pune and States of North East Region (NER). The detailed State-wise seat allocation is at Annexure.

The IBPS involves 2 stage approach: 1. Expression of Interest 2. Open bidding through Request for Proposal (RFP). The first stage, the Expression of Interest (EOI) was completed on 31st August 2015 which has received encouraging response. In the EOI stage, 78 companies have shown interest to setup BPO/ITES operations at 190 locations across the country for about 1,25,000 seats against the projected 48,300 seats.

The scheme was launched by Hon'ble MCIT on 28th December 2015 during Good Governance Week. The Software Technology Parks of India (STPI), an autonomous society under the Department of Electronics and Information Technology (DeitY), Government of India, has been designated as the Nodal Agency for implementation of the IBPS. For selection of companies under IBPS, online bidding, to ensure transparency and easy access, through Request For Proposal (RFP) document is scheduled to be published by STPI.
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Annexure

IBPS BPO Seats Distribution across State(s)/UT(s) based on population % as per Census 2011
State/UT Population Population % Seats by population % Seats Rounded-off to nearest hundred
Andhra Pradesh 493,86,799 4.56 2,189 2200
Bihar 1040,99,452 9.61 4,615 4600
Chhattisgarh 255,45,198 2.36 1,132 1100
Goa 14,58,545 0.13 65 100
Gujarat 604,39,692 5.58 2,679 2700
Haryana* 230,44,841 2.13 1,022 1000
Himachal Pradesh 68,64,602 0.63 304 300
Jammu & Kashmir 125,41,302 1.16 556 600
Jharkhand 329,88,134 3.05 1,462 1500
Karnataka* 525,95,898 4.86 2,333 2300
Kerala 334,06,061 3.09 1,481 1500
Madhya Pradesh 726,26,809 6.71 3,219 3200
Maharashtra* 889,10,077 8.21 3,941 3900
Orrisa 419,74,218 3.88 1,861 1900
Punjab 277,43,338 2.56 1,230 1200
Rajasthan 685,48,437 6.33 3,039 3000
Telangana* 274,44,644 2.53 1,214 1200
Tamilnadu* 634,51,020 5.86 2,813 2800
Uttar Pradesh* 1991,69,960 18.39 8,827 8800
Uttarakhand 100,86,292 0.93 447 400
West Bengal* 771,63,579 7.13 3,422 3400
Andaman & Nicobar Island 3,80,581 0.04 17 100
Chandigarh 10,55,450 0.10 47 100
Dadra & Nagar Haveli 3,43,709 0.03 15 100

Daman & Diu 2,42,911 0.02 11 100
Lakshadweep 64,429 0.01 3 100
Puducherry 12,47,953 0.12 55 100
Total 10828,23,931 100.00 48,000 48,300

Note:
1. Total 48,000 seats have been distributed based on population percentage among States/UTsas per Census 2011, and then rounded-off to nearest 100.
2. Minimum seats support for a State/UT = 100
3. *Population of all the States of North East Region and Urban Agglomeration Population of certain cities [Bengaluru, Chennai, Delhi-NCR (Gurgaon, Faridabad, Noida), Hyderabad, Kolkata, Mumbai, Pune] is subtracted from the respective State"s Population and subsequently from overall population of Country.